1986 only provides additional means of obtaining remedy by the consumer but if the remedy is barred under the Post Office Act, then the various Forums constituted under the Act, cannot grant remedy prayed for. Therefore, the question of bringing such cases under the Consumer Protection Act does not arise.

Statement

Number of cases of Misdelivery/delay/damage to postal articles during 1990-91, 1991-92 and 1992-93.

Year	Number of complaints cases Received on account of		
	Delay	Loss/Misdelivery/ Wrong delivery	Abstraction/damage/ Misappropriation.
1990-91	1,05,117	14,568	984
1991-92	1,00,817	14,487	1486
1992-93	96,841	12,736	1251

Sanction of new HSG II posts in department of posts

101. SHRI KRISHAN LAL SHARMA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that 50 per cent of the new HSG II posts sanctioned for general line officials are to be upgraded to ASPOs grade as per order of DG (Posts) dated 22nd November, 1979;

(b) whether it is also a fact that in 1987, 282 New HSG-II posts were sanctioned for general line and 141 new Postal sub-divisions were not upgraded and the authorities had to seek intervention of Central Administrative Tribunal to get these posts upgraded;

(c) whether it is also a fact that in Himachal Pradesh, 105 new HSG II posts were sanctioned w.e.f. Ist October, 1991 but the promotional benefits have not been conferred;

(d) whether it is also a fact that inspectors of Post Offices in H.P. have represented against this action of the Department; and

(e) if so, what steps are being taken to remove the resentment of the staff concerned?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) It is correct that in 1987, 282 new HSG II posts were sanctioned for general line. Consequent upon an order passed by Central Administrative Tribunal, Principal Bench on an application filed by the All India Association of Inspectors and Asstt. Superintendents of Post Offices, the Department has sanctioned, by upgradation, 141 posts of Assistant Superintendents on matching savings basis.

(c) 105 General Line officials have been given benefit of second promotion in Himachal Pradesh w.e.f. 1st October, 1991 in terms of Biennial Cadre Review (BCR) Scheme.

(d) Officials of Inspector of Post Offices cadre working in Himachal Pradesh have represented for upgradation of 52 Subdivisions to the level of Assistant Superintendents.

(e) While sanctioning posts in terms of Department of Posts orders dated 22-11-1979, the benefits extended to general line officials under the Biennial Cadre Review (BCR) Scheme are not taken into account for purpose of upgradation of Postal Sub-divisions to ASPOs grade.

Therefore, the demand raised by the Inspectors of Post Offices in Himachal Pradesh is not justified.

Clearing of waiting list of telephones in certain towns of Andhra Pradesh

102. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the waiting list of telephones in Visakhapatnam, Srikothulam, Kakinada and Raja-hundy towns of Andhra Pradesh; and

(b) what is the schedule for clearing the backlog?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Waiting list of Telephones as on 30-6-93 in towns are listed below:

1. Visakhapatnam	13056
2. Sri Kothulam	659
3. Kakinada	11637
4. Rajhamundry	1740

(b) As per 8th Plan objective, the waiting period for telephone connection is to be reduced to two years in large telephone system and telephones practically on demand in rural/tribal areas, by the end of 8th Plan period (92—97). The expansion of the exchanges are being planned accordingly to meet the above objective.

Equipment purchased by the DOT

103. DR. SHRIKANT RAMCHANDRA JICHKAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the total amount spent on stores and equipment purchased by the Department of Telecommunications from within and from outside the country during the last three years;

(b) what is the amount of such equipment which was lying unused at the end of this period;

(c) what is the mechanism of audit and social audit of such purchases; and

(d) whether any adverse remarks have been made by the Comptroller and Auditor General of India with respect to such purchases during this period?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (d) Information is being collected and will be laid on the Table of the House.

Shifting of telephones in Delhi and New Delhi

104. SHRI SUNDER SINGH BHANDARI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of applications for Telephone transfers from exchange 646 to 727 which are pending in Delhi/New Delhi for the last more than two years;

(b) what are the reasons for delay in transferring the telephones; and

(c) what steps have been taken by Government to reduce the delay in shifting and transferring the telephones?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Sir, No case for transfer of telephone from 646 to 727 exchange is pending for last more than two years.

(b) Delays occur at times due to exchange capacity not being available at the incoming exchange and due to incorrect/incomplete information provided by the applicant.

(c) (i) The planning for augmentation of capacities of various exchanges is done on the basis of registered demands, requests for incoming shifts and anticipatory demands on these accounts.

(ii) A standard application form for shifts has been introduced to enable the applicant to provide all the required information.

(iii) Computerization associated with paperwork of shifts has been taken up.